


Our core values

How we treat our customers. We are customer-focused. In serving our customers, we strive to apply the law, regulations and agency procedures without favoritism or discrimination. We strive to treat all our customers with courtesy, respect and concern. We place the utmost importance on providing accurate payments and quality services on time to beneficiaries and claimants, and improving the wage and tax reporting process for employers, while respecting the privacy that they deserve.

How we treat our employees. We strive to treat our employees the same way we treat our customers: with respect and sensitivity for their needs and the needs of their families. We try to create an environment in which the employee feels that he or she is part of our success and where he or she has a voice in how work is accomplished. We encourage teamwork and cooperation between units, offices and bureaus.

How we do business. We make every effort to comply with the laws under which we operate, but also to apply them with compassion. We continually strive to improve the accuracy and timeliness of benefit payments and streamline the employers' reporting process. We strive to manage our operations as efficiently and economically as possible within a secure environment.

RRB Mission Statement

The RRB's mission is to administer retirement/survivor and unemployment/sickness insurance benefit programs for railroad workers and their families under the Railroad Retirement Act and the Railroad Unemployment Insurance Act. These programs provide income protection during old age and in the event of disability, death or temporary unemployment and sickness. The RRB also administers aspects of the Medicare program and has administrative responsibilities under the Social Security Act and the Internal Revenue Code.

In carrying out its mission, the RRB will pay benefits to the right people, in the right amounts, in a timely manner, and safeguard our customers' trust funds. The RRB will treat every person who comes into contact with the agency with courtesy and concern, and respond to all inquiries promptly, accurately and clearly.



Printed on recycled paper

U.S. Railroad Retirement Board
844 North Rush Street
Chicago, IL 60611-2092

Form IB-5
February 2002

U.S. Railroad Retirement Board

Strategic Plan

2000-2005



A Summary

Our goals and objectives

In accordance with the Government Performance and Results Act of 1993, Federal agencies, including the Railroad Retirement Board (RRB), have submitted strategic plans outlining performance goals for the years 2000-2005 to Congress and the White House Office of Management and Budget (OMB).

The RRB's plan lays out clearly defined goals and objectives for the agency in support of its mission, and lists how we plan to achieve these goals.

Reflecting input and feedback from our stakeholders, including various customers in the railroad community, Congressional committees, OMB, and other Federal agencies with whom we interact, the plan identifies three main goals for the RRB, summarized as follows.

- **Provide Excellent Customer Service.** Our objectives under this goal are to pay benefits accurately; pay benefits timely; provide relevant, timely and accurate information which is easy to understand; provide a range of choices in service delivery methods; ensure an efficient and effective reporting system for railroad employers; and strive to deliver service at the point-of-contact ("one and done").

- **Safeguard Our Customers' Trust Funds Through Prudent Stewardship.** Our objectives are to ensure the integrity of benefit programs through comprehensive and integrated monitoring and prevention programs; ensure efficient operations through effective management control and quality assurance programs; and ensure that trust fund assets are projected, collected, and recorded through an effective and efficient trust fund management program. We will also align our resources using a performance approach based on contribution to mission; use outside sources and partnerships, when appropriate, to accomplish our mission; ensure that the RRB consistently pays the lowest price for products and services commensurate with quality, service, delivery and reliability; and use, build and maintain a professional, productive, innovative and diverse work force.

- **Use Technology and Automation to Foster Fundamental Changes That Improve the Way the RRB Does Business.** Our objectives under this goal are to develop a sound and integrated information technology architecture that will foster our long-term efforts to improve mission performance while operating with fewer resources; design and implement information technology initiatives that fundamentally improve our efficiency and effectiveness in achieving the agency's mission; and ensure effective and efficient management of information technology resources.

Our commitment

In order to ensure achievement of strategic goals, the Government Performance and Results Act provides that each agency also develop annual performance plans, which are submitted along with the agency's budget request for a fiscal year. The annual performance plan lays out specific goals and objectives, along with performance indicators and specific measurable targets. After the fiscal year, each agency must also report on how well it met the plan's goals.

The RRB's latest performance report, for fiscal year 2001, was included with the agency's annual performance plan for fiscal year 2003. This report compared actual performance to goals and the results were encouraging. The RRB met or exceeded planned performance levels for 43 out of 47 reportable indicators. In those four areas where the agency fell short, a number of steps have been taken to ensure performance levels are met in the 2002 fiscal year.

The RRB will monitor its Strategic Plan annually, and update it as needed. At a minimum, the plan will be updated every three years as required to project five years into the future.

**The complete Strategic Plan can be
viewed on the RRB's web site:
www.rrb.gov**